

# Hitting the Sweet Spot with Digital Transformation

CODE SEMINAR  
September 2021



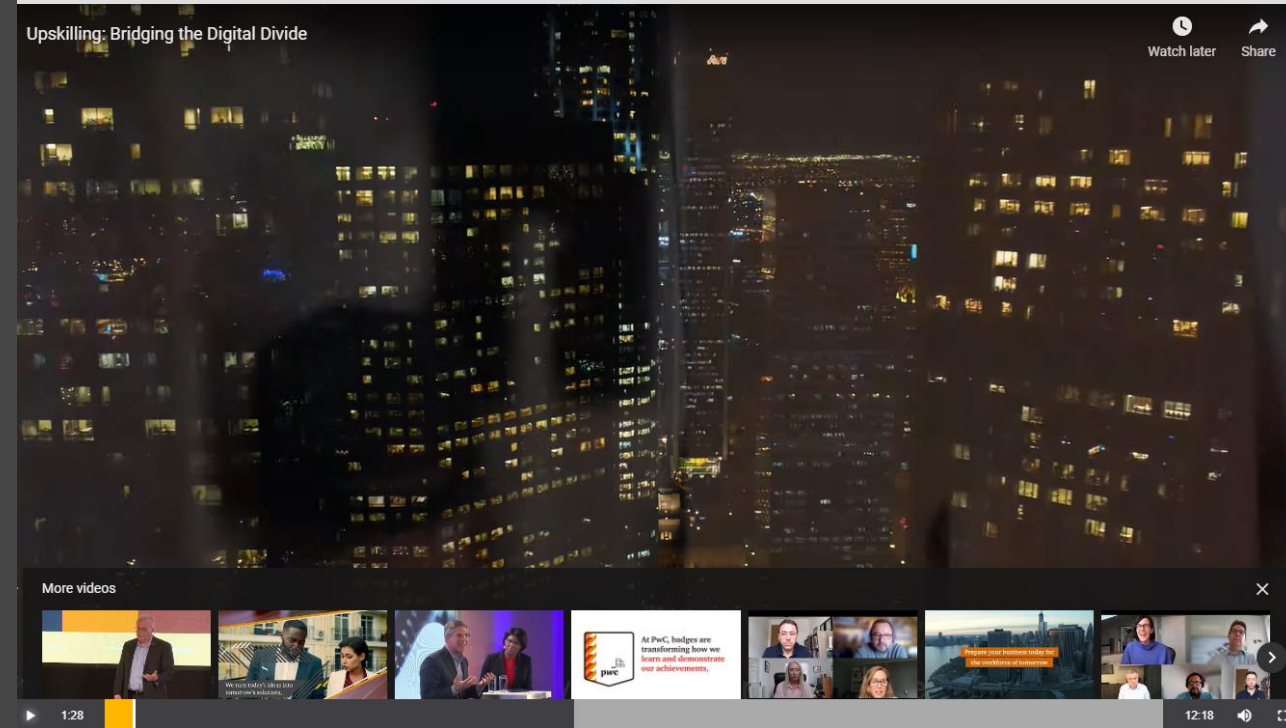
# Upskilling is a movement with global momentum

## Bridging the digital divide

(hyperlinked video: <https://www.pwc.com/gx/en/issues/upskilling.html>)

“No longer an L&D expense but an investment in the future”

“You can’t protect jobs but people.”





# Why did we need to change?

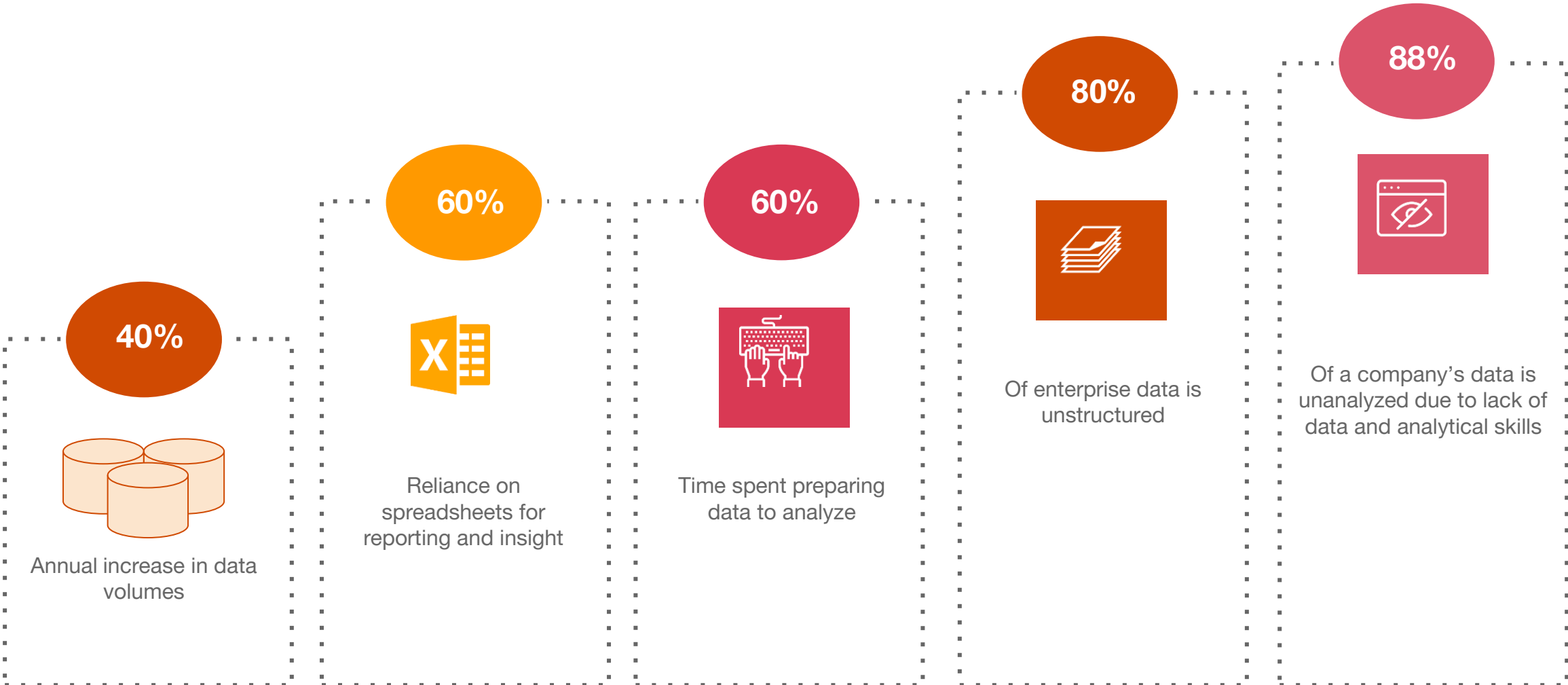
Increasing technology-fuelled globalisation, disruption and accelerating pace of change, impacting how we work, what we do and where we work

Our clients' needs and expectations, as well as that of our workforce, are changing - with technology influencing services, delivery methods and ways of working

Automation and 'thinking machines' are replacing human tasks and jobs, changing the skills that organisations need in their people

# Our teams must deliver differently

We spend more time wrangling data than we do on solving our clients' problems



# Inspiring Change

- Cultural shift
- Inspire, empower & enable he tangata
- Prioritise & limit WIP
- Tolerance for risk
- An Iterative approach
- Continuous learning & Improvement
- Growth mindset
- Build the momentum



**“The definition of Insanity is doing the same thing over and over again and expecting different result”**

**Albert Einstein**

# Digital Transformation

## Business Led

## Citizen Led



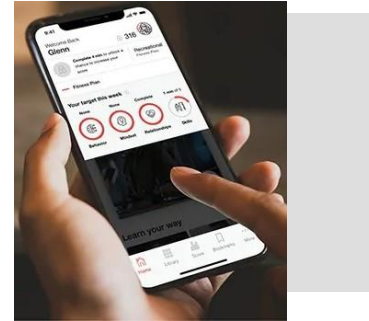
### Integration

Integration of solutions into our systems



### Automation

Process Automation  
Robotics  
ChatBot



### App Development

Digitise traditional services  
Product Development



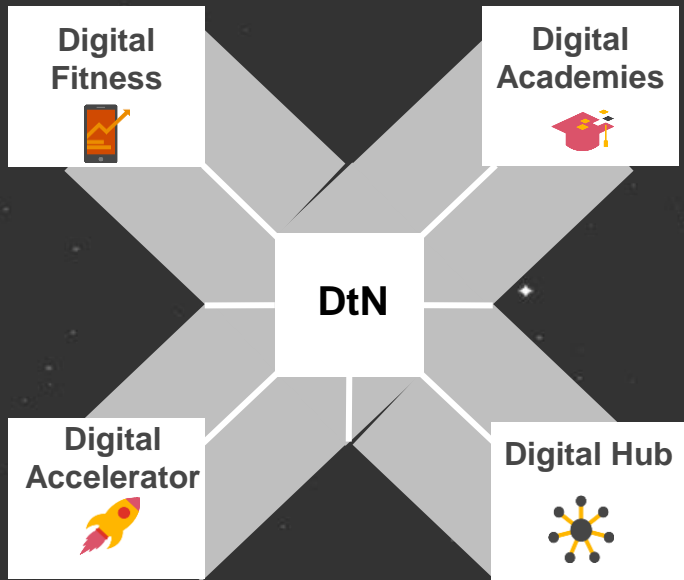
### Reimagine Digital

Learn  
Work  
Share

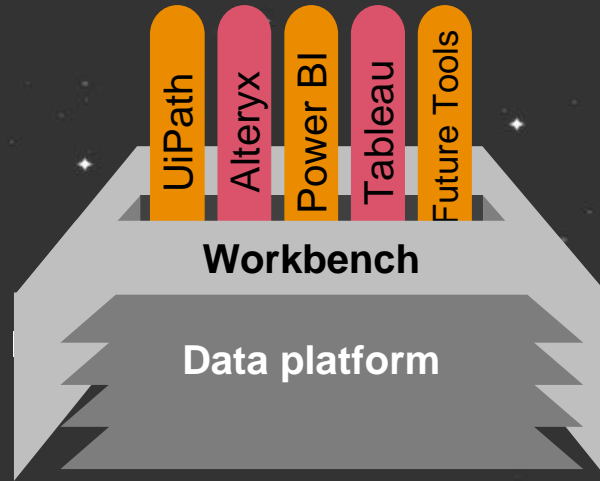
# Citizen Led



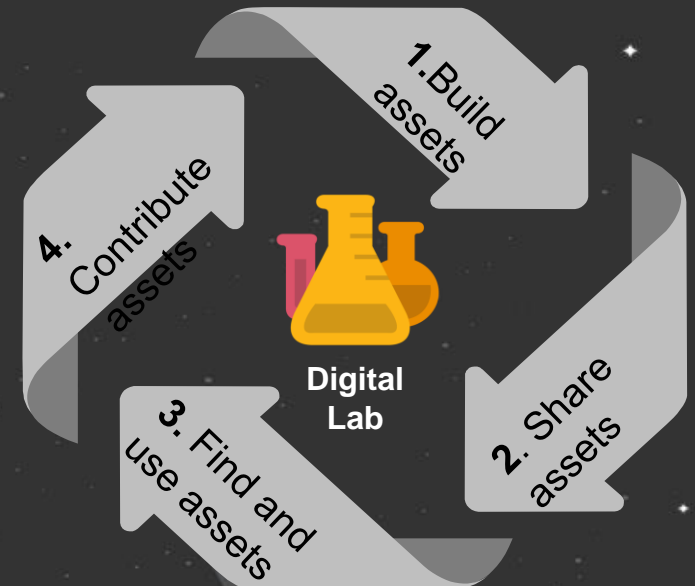
*Upskill our people*



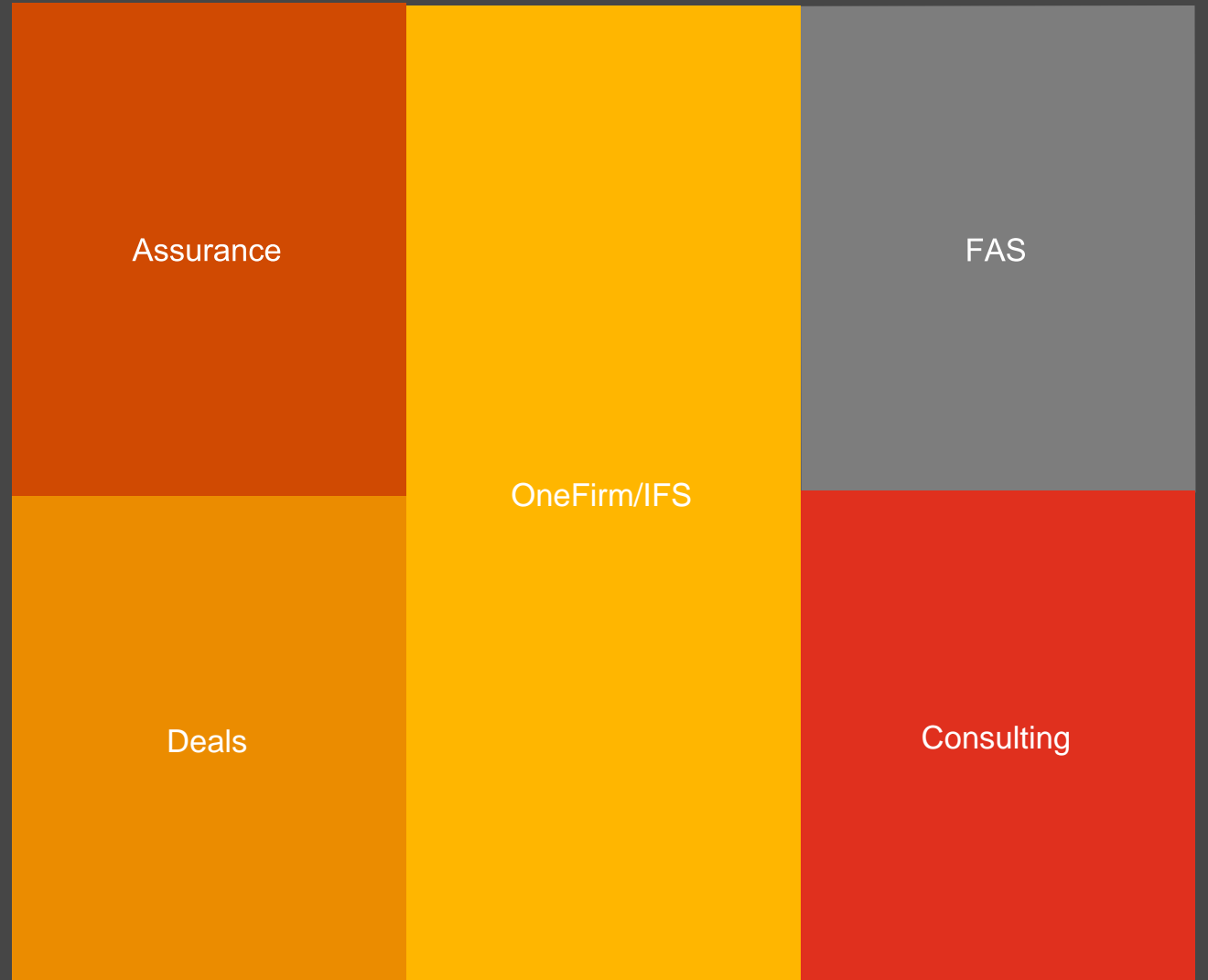
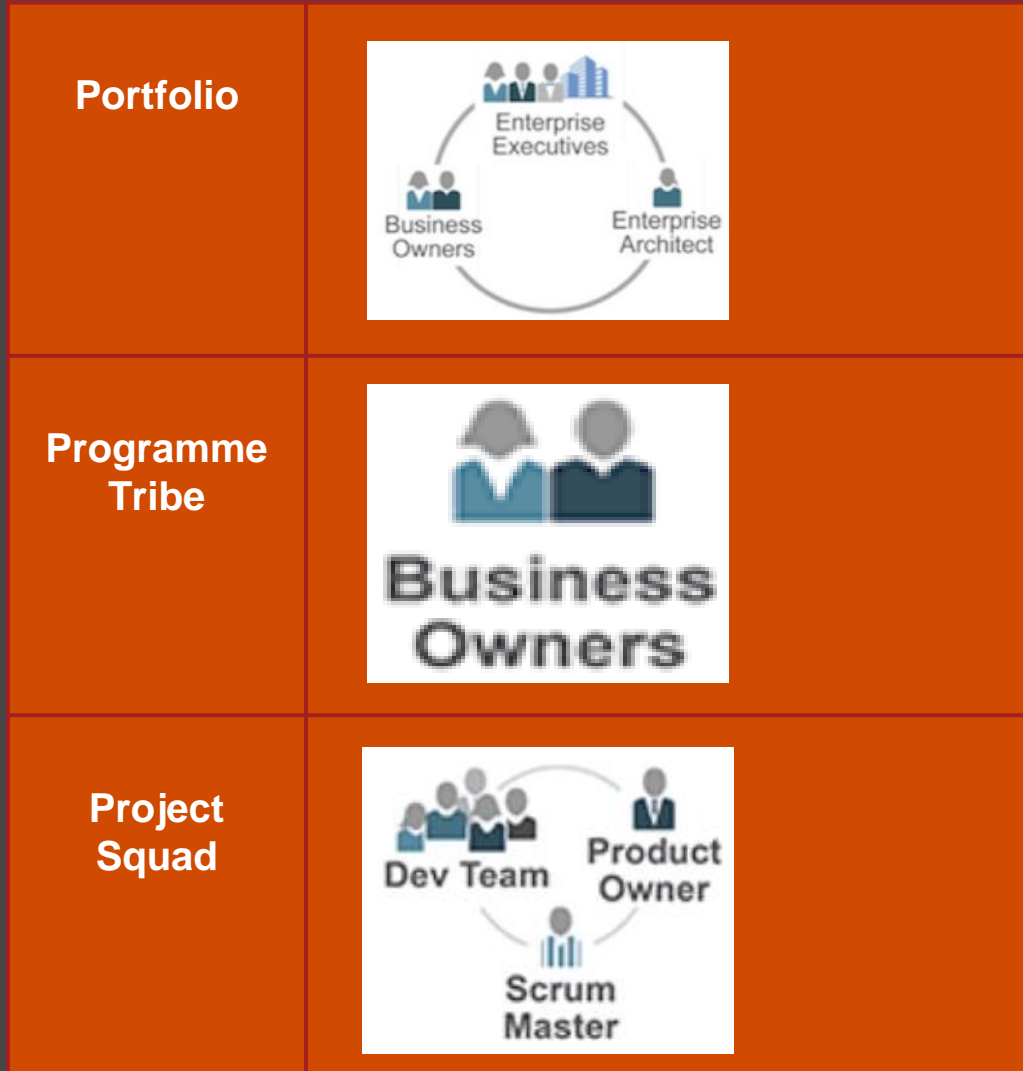
*And equipping them with the latest in advanced tools*



*To enable them to collaborate and share digital assets and ideas*



# Business Led





# Benefits

The power of focusing resources towards a common theme...

1. Align vision & priorities
2. Those who develop support the product
3. COE to leverage & learning culture
4. Leverage Digital Accelerators platform for guidance
5. Focused on the most important priorities
6. Improved collaboration v's silos
7. KPIs aligned to BUs
8. One Tribe - No more them and us
9. Platform to scale from
10. One Firm visibility & accountability



# Our Story: PwC New Zealand Results

We've seen positive results across from our digital transformation programme.

**150+**

organisations signed up  
2,230 courses consumed  
by users

**617+**

PwC people have  
engaged in the Digital  
Academy curriculum

**40+**

Digital Accelerators are  
active across the nation

**18K+**

one of our RPA Bots has  
run over 18k times,  
saving over \$3.8k of time

**600**

nearly 600 employees  
are registered users on  
the Digital Fitness  
Assessment app

**3.3k**

hours saved from Digital  
Lab innovations - 30  
assets submitted & 417  
downloads

**21k+**

hours saved in last 24  
months via automation

**300k+**

automation processes  
have run

(As at 16 August 2021)

# Setting the foundation

Getting the basics right

- Develop your vision, strategy & roadmap
- Set the foundation
- Pick one thing and get started
- Upskill your workforce
- Build the momentum
- Take a leap of faith



# Where are you at in your digital transformation journey?

- Do you have a culture of continuous improvement?
- Are your staff enabled and empowered to automate manual and trivial tasks?
- Is your business build on Excel spreadsheets?
- How do you ensure that your business remains relevant and sustainable?

Digital Fitness app code: “LRNALL” Click [here](https://www.pwc.co.nz/issues/digital-fitness-app.html) for more information.  
(<https://www.pwc.co.nz/issues/digital-fitness-app.html>)

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Want to find out more? PwC helps clients of all scales to navigate through the digital landscape. Feel free to contact us.

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# Any Questions?

[pwc.com](https://www.pwc.com)